

Independent Pricing and Regulatory Tribunal
New South Wales

Licence compliance under the *Water Industry Competition Act 2006* (NSW)

Report to the Minister

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This report is based on independent audit reports, licensees' self-reports and other compliance monitoring activity conducted by IPART throughout the 2018-19 financial year.

ISBN 978-1-76049-379-0

The Independent Pricing and Regulatory Tribunal (IPART)

IPART provides independent regulatory decisions and advice to protect and promote the ongoing interests of the consumers, taxpayers and citizens of NSW. IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from IPART's website: <https://www.ipart.nsw.gov.au/Home>.

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1 Executive Summary

This is the Independent Pricing and Regulatory Tribunal's (IPART's) 11th annual report on licence compliance under the *Water Industry Competition Act 2006* (WIC Act).¹ It sets out our findings on the extent to which the water network operators and retail suppliers licensed under the WIC Act complied with their licence conditions during 2018-19. It also summarises how the industry has changed over the reporting period, and the activities we undertook in monitoring licensees' compliance.

Overall, the compliance performance of licensees during 2018-19 remained high. While there was an increase in the number of material non-compliances identified across several schemes when compared to 2017-18, most of the non-compliances identified were non-material in nature. The material non-compliances were in regard to inadequate implementation of water quality plans, asset management plans and work procedures. The audits which identified these material non-compliances did not identify any impacts to water quality, public health and safety or the environment.

The industry has continued to grow steadily. Although no new WIC Act licences were issued in 2018-19, we received 12 applications for new licences, comprising four new licence applications and eight applications to vary current licences. The numbers of customers² serviced by existing licensees has also steadily increased.

IPART continued to hold licensees accountable for their compliance performance, using a risk-based auditing regime and penalties where appropriate. Our primary objective is to foster a strong compliance culture within our regulated entities and we are mindful of this objective when deciding how to address instances of non-compliance.

The WIC Act and supporting regulation set out our powers and obligations as the regulator responsible for undertaking this role. To exercise this function, we conducted audits of licence conditions, which helped ensure that licensed schemes are constructed, operated and maintained in a manner that effectively manages the risks to public health, the environment and consumers. We did not conduct audits of licence conditions relating to the supply of water and retail services that are regulated under retail services licences, as the risk relating to non-compliance with these licence conditions is comparatively low.

¹ As required under section 89(1) of the WIC Act.

² In this report, 'customers' refers to properties connected to a WIC Act licensee's water or sewerage infrastructure.

Box 1 About the WIC Act

The WIC Act commenced in August 2008, as part of the NSW Government's strategy for a sustainable water future. Its stated aim is to encourage competition in relation to the supply of water and the provision of sewerage services, and to facilitate the development of infrastructure for the production and reticulation of recycled water.³

The WIC Act establishes a licensing and compliance regime for water and sewerage service providers that are not public water utilities. IPART administers this regime on behalf of the Minister.⁴ IPART makes recommendations to the Minister to license new operators whom we have assessed as meeting the required standard and monitors their operation to assess their ongoing ability to safely deliver the services. Where necessary IPART takes enforcement action to address compliance issues.

We can also assess monopoly considerations and recommend action for the Minister's consideration.

IPART's role in monitoring of licensees' compliance protects public health, public safety, consumers and the environment, and encourages competition in the market by maintaining market confidence and integrity.

Two types of licences may be granted under the WIC Act:

- ▼ A network operator's licence to construct, operate and maintain water industry infrastructure,⁵ and
- ▼ A retail supplier's licence to supply water, and/or provide sewerage services by means of water industry infrastructure.⁶

1.1 Licensee compliance was generally high

The compliance performance of most of the 32 licensees under the WIC Act during 2018-19 was high. We identified 27 non-compliances,⁷ most of which were found to be non-material in nature. However, there was a marked increase in the number of material non-compliances identified by our auditors across several schemes. These material non-compliances are discussed in greater detail in section 2.1.1 of the report. The total number of non-compliances reported was consistent with previous years.⁸

1.2 Industry and market continued to grow

As at 30 June 2019, the number of network operator licences and retail supplier licences in effect remained steady at 21 and 11 respectively. The number of customers serviced by WIC Act licensees continued to increase, as did the volumes of recycled water supplied and sewage collected (Table 1.1). The increase in the volumes of recycled water supplied has largely been

³ WIC Act, long title.

⁴ Presently the Minister for Water, Property and Housing is the Minister administering the WIC Act.

⁵ WIC Act, section 6(1)(a).

⁶ WIC Act, section 6(1)(b).

⁷ As at 30 June 2019.

⁸ There were 27 non-compliances in 2017-18, 40 non-compliances in 2016-17, 20 non-compliances in 2015-16, 39 non-compliances in 2014-15 and 31 non-compliances in 2013-14.

a product of more dwellings being serviced, increasing treatment capacity at established schemes, and a significant increase in industrial use of recycled water.

Table 1.1 Changes in WIC Act licensee market, 2018-19

	2017-18	2018-19	% change
Customers serviced (number):			
Water	4,380	6,092	39%
Sewerage	5,058	7,974	58%
Recycled water	5,024	7,671	53%
Volume of recycled water supplied (ML)	3,300	4,032	22%
Volume of sewage collected (ML)	3,550	3,928	11%

Source: IPART analysis

Note: The 'volume of sewage collected' does not include treated sewage collected by Aquanet from Sydney Water for further treatment and distribution to industrial users supplied through the Rosehill-Camellia pipeline.

The groundwater treated and supplied to industrial users at Botany Industrial Park by Orica is not included in the operating statistics as treated groundwater does not meet the definition of recycled water in the WIC Act.

1.3 We continued to monitor and enforce compliance using a risk-based approach

In 2018-19, we continued to monitor and enforce WIC Act licensees' compliance with their licence conditions efficiently and effectively. We use a risk-based approach that includes a combination of proactive and responsive measures that are designed to address potential issues before they result in adverse health and safety issues. We also expect licensees to be proactive in identifying potential problems and to work with us to resolve issues and minimise any risks posed by their activities.

Key elements of this approach are independent audits, including pre-operational new infrastructure and licence plan audits, and risk-based periodic operational audits. In 2018-19, we required licensees to conduct four new infrastructure audits, five licence plan audits and 14 operational audits.

1.4 Report structure

The rest of this report discusses our findings for 2018-19 in more detail:

- ▼ Chapter 2 focuses on licensee compliance
- ▼ Chapter 3 outlines our activities in monitoring compliance and strengthening the compliance culture of licensees
- ▼ Chapter 4 provides more information on the changes in the industry and market, and the licensees' operating statistics and performance measures.

2 Licensee compliance in 2018-19

In general, most licensees demonstrated a high level of compliance with their licence conditions in 2018-19:

- ▼ Among 14 audited network operator licence holders, six had no non-compliances. The other eight licensees had a combined total of 27 non-compliances identified. Of these non-compliances, 10 were found to be material non-compliances and 17 were non-material non-compliances.⁹
- ▼ We did not undertake any retail licences audits this year.

The non-compliances identified in 2018-19 did not result in any impacts to water quality, public health and safety or the environment.

The sections below provide more detail about the licensed network operators' and retail suppliers' relevant activities during the year, their individual compliance performance and how their non-compliances were addressed.

We are only reporting on non-compliances identified in operational audits or reported by the licensee, rather than issues that **may** develop into non-compliances if not corrected. That is, we only report on **actual** non-compliances.¹⁰ This is to ensure we only report on licensees' compliance with their licence conditions and to reduce duplicative reporting.

2.1 Network operators' compliance

Table 2.1 lists the network operators and summarises their non-compliances and how they were identified. We audited 14 of the 21 network operators licensed under the WIC Act in 2018-19:

- ▼ Six had no non-compliances
- ▼ Three licensees had one non-material non-compliance
- ▼ Four licensees had between two and five material non-compliances
- ▼ One licensee had nine non-material non-compliances

All of these non-compliances were identified through operational audits undertaken during the reporting year.

Table 2.2 shows the types of non-compliances identified in 2018-19.

⁹ Refer to Audit Grades on p 11 of *Audit Guideline, Water Industry Competition Act 2006, September 2018*.

¹⁰ Prior to 2015-16 we reported on potential non-compliances identified in licence plans, new infrastructure and operational audits that would have become non-compliances if the issue wasn't addressed prior to commercial operation.

Table 2.1 Summary of network operators' compliance performance in 2018-19

Licensee	Scheme	Non-compliance identified by			
		Licensee	Audit	IPART	Total
Veolia Water Australia Pty Ltd (VWA)	Fairfield-Rosehill	0	NA	0	0
SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	0	0	0	0
Aquacell Pty Ltd ^a	1 Bligh St	0	0	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWST)	Darling Quarter	0	2	0	2
Sydney Desalination Plant Pty Ltd ^b	Sydney Desalination Plant	0	0	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWST)	Bingara Gorge	0	NA ^d	0	0
Pitt Town Water Factory Pty Ltd	Pitt Town	0	NA ^d	0	0
Orica Australia Pty Ltd	Orica groundwater scheme	0	0	0	0
Central Park Water Factory Pty Ltd	Central Park	0	3	0	3
Discovery Point Water Factory Pty Ltd	Discovery Point	0	6	0	6
Wyee Water Pty Ltd ^c	Wyee	-	NA ^d	-	-
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	0	1	0	1
Huntlee Water Pty Ltd	Huntlee	0	NA ^d	0	0
Green Square Water Pty Ltd	Green Square	0	4	0	4
Aquacell Pty Ltd	Kurrajong	0	0	0	0
Cooranbong Water Pty Ltd	Cooranbong	0	NA ^d	0	0
Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	0	1	0	1
Flow Systems Operations Pty Ltd	Box Hill North	0	9	0	9
Suez Water and Treatment Solutions Pty Ltd	KIWS	0	1	0	1
Narara Ecovillage Co-operative Ltd	Narara	0	NA ^d	0	0
Flow Systems Operations Pty Ltd	Shepherds Bay	0	NA ^d	0	0
Total		0	27	0	27

^a Aquacell (1 Bligh St) had two audits in the reporting period.

^b Sydney Desalination Plant began operations during the reporting period.

^c Wyee Water Pty Ltd is not operating and is not subject to operational audits at this time.

^d NA indicates that a licensee was not subject to an operational audit in this reporting period.

Source: IPART analysis.

Table 2.2 Types of non-compliances identified in 2018-19

Licensee	Scheme	Non-compliance		
		Material	Non-material	Reporting
Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWST)	Darling Quarter	2	0	0
Central Park Water Factory Pty Ltd	Central Park	2	1	0
Discovery Point Water Factory Pty Ltd	Discovery Point	5	1	0
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	0	1	0
Green Square Water Pty Ltd	Green Square	1	3	0
Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	0	1	0
Flow Systems Operations Pty Ltd	Box Hill North	0	9	0
Suez Water and Treatment Solutions Pty Ltd	KIWS	0	1	0
Total		10	17	0

Source: IPART analysis.

2.1.1 Network operators that had material non-compliances

Flow Systems Pty Ltd

In January 2019 we undertook operational audits for four schemes that are licensed to subsidiary companies of Flow Systems Pty Ltd. We received audit reports in February 2019 for each of Discovery Point Water Pty Ltd (Discovery Point), Central Park Water Pty Ltd (Central Park) Green Square Water Pty Ltd (Green Square), and Flow Systems Operations Pty Ltd for a scheme at Box Hill North (Box Hill). Discovery Point, Central Park and Green Square were each found to have material and non-material non-compliances against their licence conditions. Some of the non-compliances were on the overarching water quality plans that cover each of the audited schemes not being fully implemented. These non-compliances re-occur across each site, contributing to the elevated number of non-compliances.

IPART issued enforcement notices and accepted voluntary undertakings in relation to the non-compliances after 30 June 2019 which fall outside the period of reporting for the 2018-19 WIC Act Compliance Report to the Minister. However, we have included the details of these enforcement actions for completeness.

Discovery Point

The auditor reported five material and one non-material non-compliance. Material non-compliances were identified against the licence conditions to notify the relevant stakeholders of incidents, to ensure safe and reliable networks, implement water quality licence plans, and to ensure recycled water is fit for purpose.

One non-material non-compliance was identified against the licence condition to comply with the requirements of NSW Health.

The auditor also reported that Discovery Point had made significant progress, but not completed an earlier voluntary undertaking relating to non-compliances identified in July 2018, following an incident in March 2018.

On 30 September 2019, IPART imposed a \$5,000 penalty and directed Discovery Point to take specified action to rectify contraventions of clause 7(4)(a) of Schedule 1 to the *Water industry Competition (General) Regulation 2008* (WIC Regulation). IPART also accepted Discovery Point's voluntary undertaking to address other non-compliances. The audit did not identify any impacts to water quality, public health and safety or the environment as a result of the shortcomings identified.

Central Park

The auditor reported two material and one non-material non-compliance. Material non-compliances were identified against the licence conditions to ensure safe and reliable networks, and to implement licence plans. A non-material non-compliance was recorded against the licence condition to comply with the requirements of NSW Health.

On 30 September 2019, IPART also imposed a \$5,000 penalty on Central Park and directed them to take specified action to rectify contraventions of clause 7(4)(a) of Schedule 1 to the WIC Regulation. IPART also accepted Central Park's voluntary undertaking to address other non-compliances. The audit did not identify any impacts to water quality, public health and safety or the environment as a result of the shortcomings identified.

Green Square

The auditor reported one material and three non-material non-compliances. The material non-compliance was identified in relation to the obligation to implement licence plans.

Non-material non-compliances were identified for obligations to ensure safe and reliable networks, implement licence plans, customer connection compliance with the plumbing code and complying with the requirements of NSW Health.

IPART did not impose a penalty in relation to these non-compliances but on 30 September 2019, directed Green Square to take specified action to rectify contraventions of clause 7(4)(a) of Schedule 1 to the WIC Regulation. IPART also accepted a voluntary undertaking from Green Square in relation to other non-compliances.

Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWST) (Darling Walk scheme)

In the operational audit for the Darling Walk scheme¹¹, the auditor assigned VWST two material non-compliances. IPART had already taken action in relation to the material non-compliance related to a failure to notify changes in insurance that was detected in an earlier audit of VWST's Bingara Gorge scheme (this is addressed in the 2017-18 Report to the Minister). However, on 21 November 2018 the Tribunal directed VWST to develop and

¹¹ We initiated the audit on 4 September 2018 for the audit period 1 August 2017 to 31 August 2018.

implement a compliance plan to ensure future compliance.¹² We received a satisfactory compliance plan on 18 February 2019.

The second material non-compliance was in regard to VWST failing to fully implement and keep under regular review, and ensure all its activities were carried out in accordance with its Water Quality Plan (WQP). This second material non-compliance is a repeat contravention – it was initially an insignificant (non-material) non-compliance, identified in the 2017 operational audit.

On 20 March 2019, IPART imposed a penalty of \$5,000 and directed VWST to:

- ▼ Revise the WQP within 28 days to fully and accurately reflect current operating arrangements and set out the process and record keeping needed to demonstrate that out-of-specification water is not delivered into supply.
- ▼ Provide an auditor's report as to the adequacy of the revised report, within 56 days of providing the report to IPART.

On 3 May 2019, VWST paid the penalty and provided the amended WQP. On 28 July 2019, VWST provided the auditor's report and the final, revised WQP to IPART.

The auditor also identified a number of new non-material non-compliances in the amended WQP that were unrelated to the actions taken by VWST to rectify the material non-compliance.¹³ As is our usual practice, we will follow up these non-compliances in a further audit of the WQP, as part of the next operational audit.

2.1.2 Network operators that had only non-material non-compliances

Flow Systems Operations Pty Ltd (FSO) (Box Hill scheme)

There were nine non-material non-compliances reported by the auditor in the 2019 operational audit report. No material non-compliances were reported.

The licensee is currently operating an interim scheme¹⁴ which services between 100-200 houses. This is the first operational audit for this scheme.

On 3 July 2019, IPART issued a request for a voluntary undertaking to FSO, to rectify the non-compliances identified in the audit report. These non-compliances were in regard to clauses 3, 6, 7, 12, 13 and 14 of Schedule 1 of the WIC Regulation.

¹² This non-compliance related to VWST's licences for both its Bingara Gorge and Darling Walk schemes. IPART ordered VWST to take action under section 16 of the WIC Act to develop and submit a compliance plan to notify and report insurance changes to IPART in accordance with the WIC Act Reporting Manual and to prevent a recurrence of the non-compliance.

¹³ As these non-compliances were identified in the 2019-20 compliance period they have not been accounted for in tables 2.1 and 2.2. They will be included in the statistics reported in the 2019-20 Report to the Minister.

¹⁴ The Box Hill scheme receives sewage from the Box Hill North housing development, stores it in tanks for pump-out and disposal and currently supplies potable water through the non-potable water network intended to be used for recycled water purposes. This interim scheme is in place until Flow Systems completes construction and testing of its permanent water recycling treatment plant which will receive the sewage, treat it and supply it through the non-potable network back to the residential development.

Lend Lease Recycled Water (Barangaroo South) Pty Ltd (LLRWBS) (Barangaroo scheme)

One non-material non-compliance was identified in respect of clause B4 of the Network Operator's Licence that states that *"The Licensee must carry out the activities authorised by this Licence in compliance with any requirements of NSW Health that: a) IPART has agreed to; and, b) are notified from time to time to the Licensee by IPART in writing."* LLRWBS had yet to demonstrate that it has fully implemented, to the satisfaction of NSW Health, all of the requirements identified by NSW Health with which it is required to comply.

We accepted LLRWBS's voluntary undertaking to rectify the non-compliance by a specified date. LLRWBS completed the remedial works on 16 May 2019 and provided evidence of NSW Health's endorsement of documents.

Catherine Hill Bay Water Utility Pty Ltd (CHBWU) (Catherine Hill Bay scheme)

CHBWU did not finalise a code of conduct with Central Coast Council as required under the licence. IPART approved an extension of time to 30 June 2018 to reach agreement with Central Coast Council but CHBWU did not comply by this date.¹⁵ IPART accepted CHBWU's voluntary undertaking to achieve the Code of Conduct with Council by 30 November 2019.

Suez Water and Treatment Solutions Pty Ltd (Suez) (Kooragang Industrial Water Scheme - KIWS)

The auditor made one non-material non-compliant finding for Suez against the requirement to fully implement, and keep under regular review, its WQP, and that its licensed activities are carried out in accordance with that plan (as per clause 7(4)(a) of Schedule 1 of the WIC Regulation). The auditor's findings are focused on the need to maintain, continually improve, and fully implement the water quality plan.

Suez responded to the auditor's findings. The Tribunal has accepted Suez's voluntary undertaking to rectify the non-compliance by 31 December 2019. Suez indicated it would review and amend its Recycled Water Quality Plan by addressing each of the auditor's recommendations.

2.2 Retail suppliers' compliance

Table 2.3 lists the retail suppliers licensed in 2018-19 and summarises their non-compliances and how they were identified. Eight of the 11 retail suppliers had no non-compliances. Three licensees were found to have non-compliances and these are outlined below.

The non-compliances were identified by IPART. Because of the lower risk associated with retail licence compliance, we generally schedule one audit of each licensee during a 5-year audit program. We did not undertake any audits of retail licences in 2018-19. IPART can undertake audits at any time if we consider that issues exist and to confirm licensees' compliance with their regulatory requirements.

¹⁵ CHBWU provided a voluntary undertaking to complete a Code of Conduct by 30 November 2019.

Table 2.3 Summary of retail suppliers' compliance performance in 2018-19

Licensee	Scheme	Non-compliance identified by			
		Licensee	Audit	IPART	Total
Aquacell Pty Ltd	Multiple	0	NA	0	0
AquaNet Sydney Pty Ltd	Fairfield - Rosehill	0	NA	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter	0	1 ^b	0	1
Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant	0	NA	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	0	1 ^b	1 ^a	2
Orica Australia Pty Ltd	Orica groundwater scheme	0	NA	0	0
Flow Systems Pty Ltd	Multiple	0	NA	0	0
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	0	NA	0	0
Solo Water Pty Ltd	Catherine Hill Bay	0	NA	1	1
Suez Water Pty Ltd	Kooragang Industrial Water Scheme	0	NA	0	0
Narara Ecovillage Pty Ltd	Narara	0	NA	0	0
Total		0	2	2	4

^a Veolia Water Solutions and Technologies (Australia) Pty Ltd submitted (different) an incorrect return for Bingara Gorge for 2017-18.

^b Veolia Water Solutions and Technologies (Australia) Pty Ltd – non-compliances were identified in the network operator's operational licence audits for 2018 for both Darling Walk and Bingara Gorge. These non-compliances applied equally to the respective retail licences.

Source: IPART Analysis.

2.2.1 Retail licence non-compliances

Veolia Water Solutions and Technologies Pty Ltd (VWST)

VWST were directed by IPART to develop and submit a compliance plan on its failure to report insurance changes to IPART. These non-compliances were identified through the network operator licence operational audits for the Bingara Gorge and Darling Walk schemes, but were equally applicable to the retail licences for both schemes.¹⁶

The compliance plan was required to set out the changes to VWST's business or operational systems/processes that would ensure VWST provides timely notification of insurance changes in accordance with IPART's Retail Supplier's Reporting Manual. IPART approved the compliance plan in March 2019.

In addition, we assigned a reporting non-compliance to VWST as VWST did not prepare reports in accordance with the requirements of the Reporting Manual for the Bingara Gorge scheme in 2017-18. The final reports were not received by IPART in the approved form until 25 September 2018.

¹⁶ The non-compliance is equally applicable to both retail services and network operator's licences as they have the same licence conditions pertaining to reporting changes in insurances to IPART.

Solo Water Pty Ltd (Solo Water)

Solo Water has been unsuccessful in agreeing a code of conduct with Central Coast Council as required by the licence. Because Solo Water holds the retail supplier's licence for the Catherine Hill Bay scheme, this non-compliance has resulted from the same issue identified for Catherine Hill Bay Water Utility Pty Ltd under its network operator licence in section 2.1.2 of this report and is being addressed through a voluntary undertaking.

3 IPART's activities in monitoring licence compliance and strengthening the compliance culture of licensees

Licensees are responsible for complying with the conditions of their licence and other obligations under the WIC Act and WIC Regulation. Our aim in monitoring and reporting on the extent of their compliance with these obligations is to hold them accountable for their compliance performance and encourage a culture of full compliance.

The Minister or IPART may take enforcement action against any licensee that fails to comply with its obligations.¹⁷ Such enforcement action includes imposing a monetary penalty or requiring the licensee to take certain actions.

The sections below outline our risk-based approach to monitoring compliance under the WIC Act and the number and type of audits undertaken in 2018-19 as part of this approach.

3.1 Our risk-based approach

Our approach includes a range of proactive and responsive measures such as:

- ▼ A risk-based independent audit program
- ▼ Annual exception reporting by licensees
- ▼ Immediate incident reporting by licensees¹⁸
- ▼ Analysis of licensees' annual compliance returns
- ▼ Proactive engagement with other regulators.

IPART aims to keep regulated entities accountable in accordance with their regulatory requirements. Compliance is the responsibility of the regulated entities themselves, and IPART seeks to help licensees strengthen their compliance culture.

We employ a range of compliance tools to keep regulated entities accountable and consider the risk associated with their activities and the expected level of compliance when deciding which tools to employ and how to employ them. These tools are articulated in the IPART *Compliance and Enforcement Policy*.¹⁹

¹⁷ WIC Act, section 16.

¹⁸ We note that incidents may not necessarily be licence non-compliances.

¹⁹ IPART, *Compliance and Enforcement Policy, December 2017*, available at <https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-policy-cross-industry-review-of-ipart-compliance-and-enforcement-policy-2017/ipart-compliance-and-enforcement-policy-december-2017.pdf>

3.1.1 Independent audit program





Once licensees are operational, we monitor their compliance with the WIC Act, the WIC Regulation and their licence conditions through periodic, risk-based operational audits, which we initiate.²⁰ The licensee selects independent auditors to undertake audits from a panel of auditors approved by IPART.

However, before licensees become operational, we also require them to undertake pre-operational audits, including:

- ▼ **New infrastructure audits** – these audits are undertaken prior to the Minister granting commercial operation, to determine if the infrastructure is safe to operate, and to check that the new infrastructure complies with all licensing and legislative requirements. A network operator must pass its new infrastructure audit before the Minister can grant approval for the licensee to commence commercial operation.²¹ These audits apply to network operators' licences.
- ▼ **Licence plan audits** – these audits review the adequacy of a licensee's water quality, sewage management, infrastructure operating and retail supply management plans. Licence plan audits are undertaken prior to commencing commercial operation, as directed by IPART or in response to a significant change to the plan(s).²² These audits apply to both network operator and retail supplier licences.

The auditors must undertake all audits in accordance with our audit guidelines.²³ The audit grades from the audit guidelines applicable in 2018-19 are presented in Figure 3.1.

Figure 3.1 WIC Act audit grades

Grades of compliance	Description
 Compliant	Sufficient evidence is available to confirm that the requirements have been met.
 Non-compliant (non-material)	Sufficient evidence is not available to confirm that the requirements have been met and the deficiency does not adversely impact the ability of the licensee to achieve defined objectives or assure controlled processes, products or outcomes.
 Non-compliant (material)	Sufficient evidence is not available to confirm the requirements have been met and the deficiency does adversely impact the ability of the licensee to achieve defined objectives or assure controlled processes, products or outcomes.
 No Requirement	There is no requirement for the licensee to meet this criterion within the audit period.

Data source: IPART, *Audit Guideline – WIC Act*, September 2018, p 11.

²⁰ For more information refer to our Audit Guidelines at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>.

²¹ See WIC Regulation, Schedule 1, clause 2(2).

²² See WIC Regulation, Schedule 1, clauses 6, 7, 13 and 14 and Schedule 2, clause 7A.

²³ Our Audit Guidelines are available at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>

Where relevant, we re-audit any licence conditions where a licensee was previously found to be non-compliant, to check that the licensee has rectified the non-compliances in a timely manner.

3.1.2 Exception reporting

Exception reporting means a licensee is only required to report any non-compliance with its licence conditions. The licensee primarily provides this information in its annual compliance returns, which are submitted by 1 September each year. Licensees must prepare their annual returns in accordance with the relevant reporting manual published by IPART.²⁴

Licensees are also required to immediately report all non-compliances that could potentially have a serious impact on water quality, continuity of supply, public health, safety, other licensees or the Government's policy objectives.²⁵

3.1.3 Immediate incident reporting

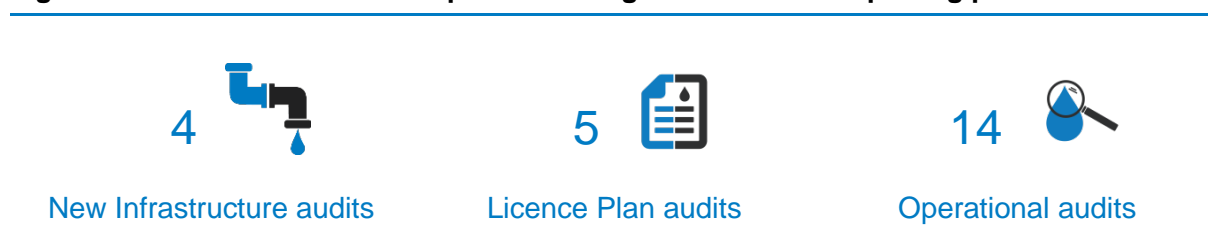
Licensees must immediately report incidents that occur in the conduct of a licensee's activities that threaten, or could threaten, water quality, public health or safety, in accordance with the relevant reporting manual. A reported incident may not necessarily involve licence non-compliances.

In 2018-19, we received six immediate incident reports in this reporting period. None of the reported incidents were determined to be a licence non-compliance, and there were no impacts to water quality, public health or safety.

3.2 Audits undertaken in 2018-19

Independent auditors completed a total of 23 audits relating to the 2018-19 reporting period compared to 24 audits for the 2017-18 reporting period. A breakdown of the types of audits undertaken is shown in Figure 3.2.

Figure 3.2 WIC Act audits completed relating to the 2018-19 reporting period



Notes:

- (1) The number of licence plan audits includes new and follow-up licence plan audits.
- (2) The number of new infrastructure audits is for both new schemes, and additional new infrastructure at existing schemes.

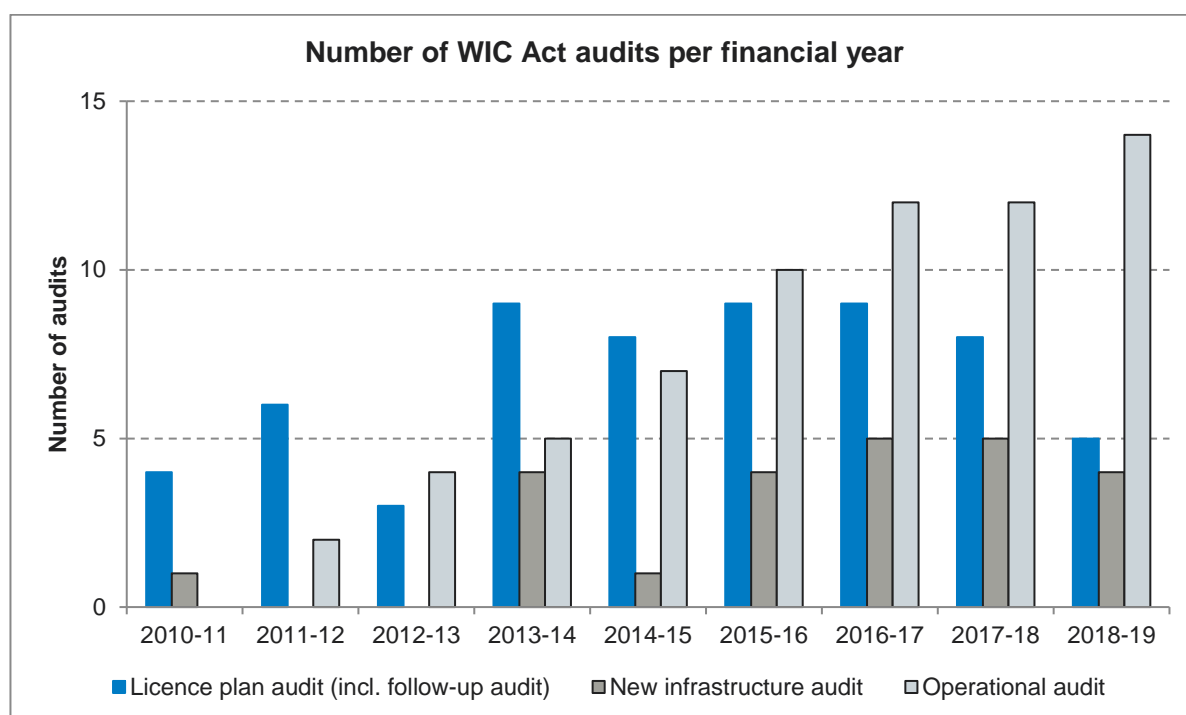
²⁴ Our network supplier's and retail supplier's reporting manuals are available on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

²⁵ We have classified which licence conditions, if breached, are required to be reported 'immediately' to IPART in our reporting manuals available on IPART's website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Compliance/Policies-manuals-guidelines>

Data source: IPART Analysis.

The number of audits undertaken this year is consistent with previous years (see Figure 3.3). The number is lower than in previous years because there have been fewer new infrastructure and licence plan audits, as no new licences were granted in the 2018-19 reporting period.

Figure 3.3 Number of WIC Act audits per financial year



Data source: IPART analysis

We have received auditors' reports for the operational audits noted in Table 3.1. The table includes details of some audits that were undertaken in the 2017-18 reporting period, for which we did not receive final audit report in time for inclusion in the 2017-18 compliance report.

Table 3.1 Operational audits relating to the 2018-19 reporting period

Licensee	Scheme	Audit period	Date final report received
SPI Rosehill Network Pty Ltd	Fairfield-Rosehill	1 July 2017 – 30 June 2018	20 September 2018
Aquacell Pty Ltd	1 Bligh St	29 April 2017 – 31 May 2018	17 August 2018
		1 June 2018 – 29 March 2019	27 May 2019
Veolia Water Solutions and Technologies Pty Ltd	Darling Quarter	1 August 2017 – 31 August 2018	12 March 2019
Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant	1 March 2015 – 1 June 2018	3 September 2018
Orica Pty Ltd	Orica GTP	1 November 2016-31 August 2018	14 December 2018
Central Park Water Factory Pty Ltd ^a	Central Park	1 May 2017 – 31 December 2018	26 February 2019
Discovery Point Water Factory Pty Ltd ^a	Discovery Point	1 May 2017 – 31 December 2018	26 February 2019
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	1 August 2017 – 31 July 2018	10 February 2019
Green Square Water Pty Ltd ^a	Green Square	17 June 2016-31 December 2018	26 February 2019
Aquacell Pty Ltd ^b	Kurrajong	1 December 2017-30 April 2019	17 July 2019
Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	22 March 2016-31 July 2018	8 April 2019
Flow Systems Operations Pty Ltd ^a	Box Hill	12 May 2016 – 31 December 2018	26 February 2019
Suez Water Pty Ltd	Kooragang Industrial Water Scheme	28 November 2017 – 31 January 2019	24 April 2019

^a Each licensee is a subsidiary company of Flow Systems Pty Ltd.

^b The audit took place on 6 June 2019.

Source: IPART analysis

4 Changes in the water industry and operating statistics

In the 11 years since the WIC Act commenced, the water industry in NSW has grown steadily. The sections below provide an overview of the changes in the industry over time, the licences that were granted or varied in 2018-19, and the licensees' operating statistics and performance against their performance indicators.

4.1 Changes in the industry over time

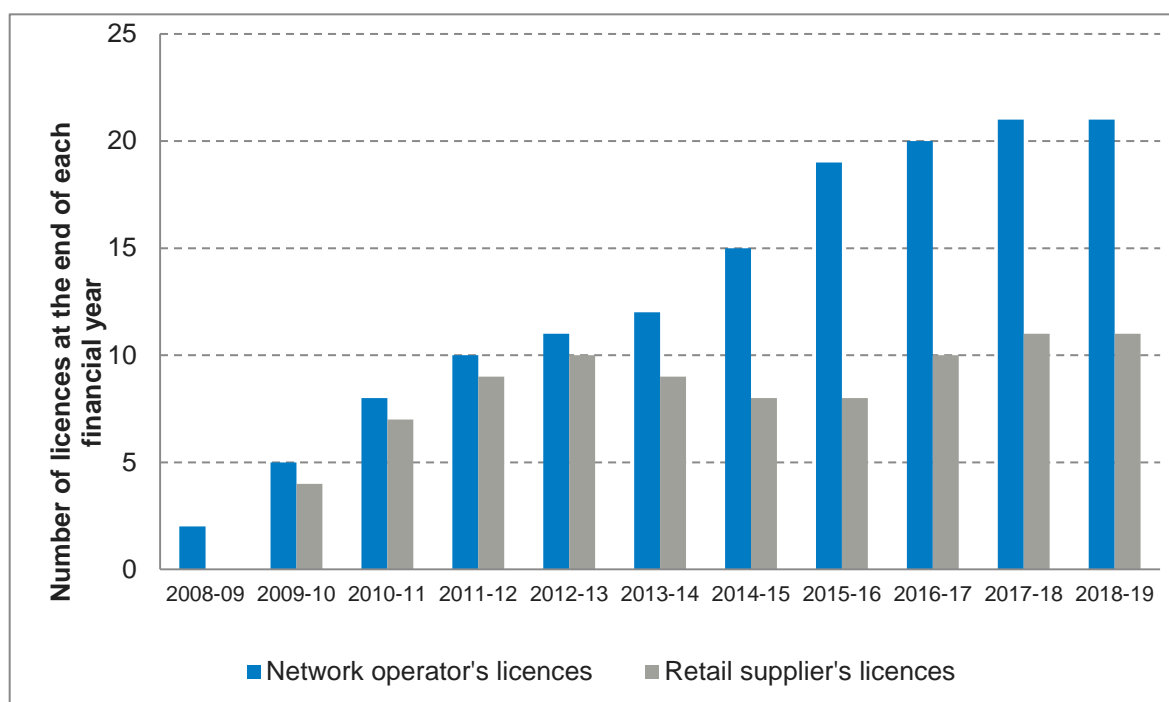
Since the WIC Act commenced in 2008 the Minister has granted 25 network operator licences and 15 retail supplier licences. The Minister has cancelled four of the network operator licences and four of the retail supplier licences at the licensees' request.²⁶ The number of retail supplier licences is lower than network operator licences because retail suppliers tend to hold one licence across multiple schemes.²⁷

As Figure 4.1 and Figure 4.2 show, the number of licences and the number of customers serviced by licensees have both grown steadily over time. We note that several licence assessments are in progress, and we anticipate further licence applications for submission to IPART over the next 6 months.

²⁶ These included the network operator licences of Simmonds & Bristow (09_005, cancelled on 3 July 2013), Osmoflo Water Supply Pty Ltd (11_018, cancelled on 17 December 2012), Mirvac Real Estate Pty Ltd (12_020, cancelled on 15 June 2016), and Aquacell Pty Ltd (13_023 cancelled on 15 December 2017); and the retail supplier licences of Simmonds & Bristow (09_006R, cancelled on 3 July 2013), Pitt Town Water Factory Pty Ltd (10_015R, cancelled on 15 December 2014), Osmoflo Water Supply Pty Ltd (11_019R, cancelled on 17 December 2012) and Mirvac Real Estate Pty Ltd (12_021R, cancelled on 15 June 2016).

²⁷ When a new scheme is added, it is done so through a variation to their retail supplier's licence.

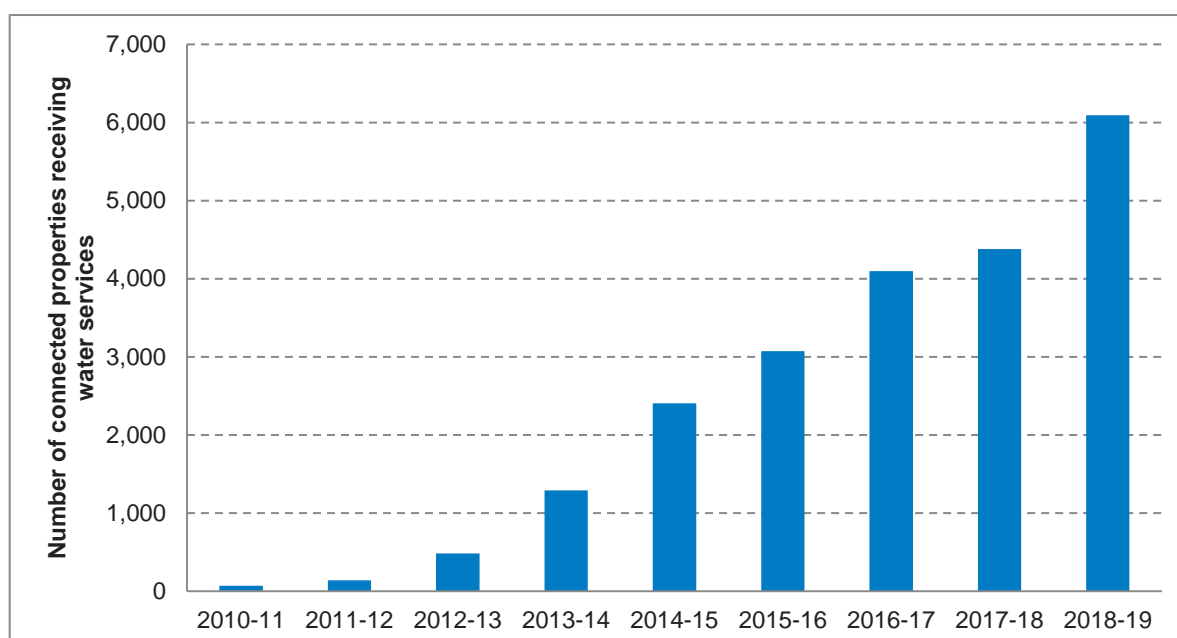
Figure 4.1 Growth in the number of licences since the commencement of the WIC Act



a The number of retail supplier's licences has not increased as much as network operator's licences as retail suppliers tend to hold one retail supplier's licence across multiple schemes.

Data source: IPART analysis.

Figure 4.2 Growth in number of properties connected to water supplied by WIC Act licensees



Notes:

- 1) The first customers were serviced in 2010-11. Therefore, we have excluded the 2008-09 and 2009-10 reporting periods.
- 2) In 2018, we removed most of the performance indicators from the Reporting Manual, including the relevant indicator NWI C4 (Total number of connected properties – water supply). The figure for 2018-19 is the sum of the new indicators L4 and L5 (Connected residential (L4) and non-residential (L5) properties – water supply).

4.2 Licences granted or varied in 2018-19

The Minister did not grant any new network operator licences or retail supplier licences, nor vary any existing licences in 2018-19. However, we are currently assessing applications for nine new licences and 13 variations to current licences and expect to finalise our assessment and make recommendations to the Minister on a number of these during 2019-20.²⁸

Tables 4.1 and 4.2 summarise the network operators and retail suppliers licensed under the WIC Act as at 30 June 2019, and the activities they were licensed to undertake. We note that as at 30 June 2019, the Wyee scheme had not yet commenced commercial operation.

²⁸ The number of applications being assessed is current as of 16 October 2019.

Table 4.1 Network operator licences as at 30 June 2019

			Activities authorised		
Date licence granted	Licensee	Scheme	Non-potable water	Drinking water	Sewerage services
8 Apr 2009	Veolia Water Australia Pty Ltd	Fairfield-Rosehill ^a	X		
27 Apr 2009	SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	X		
2 Feb 2010	Aquacell Pty Ltd	1 Bligh St	X		
24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	X		
9 Aug 2010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant		X	
9 Dec 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	X		X
11 Nov 2010	Pitt Town Water Factory Pty Ltd ^d	Pitt Town	X		X
23 Apr 2012	Orica Australia Pty Ltd	Orica groundwater scheme	X		
4 Jan 2013	Central Park Water Factory Pty Ltd ^d	Central Park	X	X	X
4 Dec 2013	Discovery Point Water Factory Pty Ltd ^d	Discovery Point	X	X	X
18 Jun 2014	Wyee Water Pty Ltd ^d	Wyee ^e	X	X	X
28 Feb 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	X		X
3 Mar 2015	Huntlee Water Pty Ltd ^d	Huntlee	X	X	X
25 Sep 2015	Green Square Water Pty Ltd ^d	Green Square	X		
26 July 2015	Aquacell Pty Ltd	Kurrajong			X
6 Aug 2015	Cooranbong Water Pty Ltd ^d	Cooranbong	X	X	X
22 Mar 2016	Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	X	X	X
12 May 2016	Flow Systems Operations Pty Ltd ^d	Box Hill North	X		X
12 Dec 2016	Suez Water Pty Ltd ^c	Kooragang	X		
4 July 2017	Narara Ecovillage Co-operative Ltd	Narara	X	X	X
13 Oct 2017	Flow Systems Operations Pty Ltd ^d	Shepherds Bay	X	X	X

^a Also known as Camellia.

^b Also known as Darling Walk.

^c As of 30 November 2017, Suez Water and Treatment Solutions Pty Ltd changed its trading name to Suez Water Pty Ltd.

^d Each licensee is a subsidiary company of Flow Systems Pty Ltd.

^e Wyee has not commenced commercial operation

Source: IPART, Register of licences granted under the WIC Act:

<https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica-licence-register-august-2018.pdf>

Table 4.2 Retail supplier licences as at 30 June 2018

Activities authorised			Non-potable water	Drinking water	Sewerage services
Date licence granted	Licensee	Scheme			
2 Feb 2010	Aquacell Pty Ltd	1 Bligh Street	X		
		Workplace 6	X		
10 Mar 2010	AquaNet Sydney Pty Ltd	Fairfield-Rosehill ^a	X		
24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	X		
9 Aug 2010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant		X	
1 Mar 2011	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	X		X
23 Apr 2012	Orica Australia Pty Ltd	Orica groundwater scheme	X		
17 Apr 2013	Flow Systems Pty Ltd	Pitt Town	X		X
		Central Park	X	X	X
		Discovery Point	X	X	X
		Wyee	X	X	X
		Cooranbong	X	X	X
		Huntlee	X	X	X
		Green Square	X		
		Box Hill North	X		X
		Shepherds Bay	X	X	X
13 July 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	X	X	X
22 Sept 2016	Solo Water Pty Ltd	Catherine Hill Bay	X	X	X
12 Dec 2016	Suez Water and Treatment Solutions Pty Ltd	Kooragang	X	X	
4 July 2017	Narara Ecovillage Co-operative Ltd	Narara	X	X	X

^a Also known as Camellia.

^b Also known as Darling Walk.

Source: IPART, Register of licenses granted under the WIC Act:

<https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica-licence-register-august-2018.pdf>

4.3 Operating statistics

We collate the operating statistics provided by licensees as part of licensees' annual compliance returns.²⁹ Overall, the statistics for 2018-19 indicate:

- ▼ Licensees collected 3,928 ML of sewage, which is an 11% increase on last year's total of 3,550 ML. This increase was primarily due to the continuing expansion of residential schemes as well as an increase in the volume of recycled water supplied to industrial customers.
- ▼ There was an increase in non-potable water supplied in this reporting period. The volume this year (4,032 ML) was 22% more than last year's total of 3,300 ML.
- ▼ WIC Act licensees supplied services to 6,092 potable water, 7,671 recycled water and 7,974 sewerage connections. This constitutes an increase of 39% for potable water customers, 58% for recycled water customers and 53% for customers receiving sewerage services.

The operating statistics for individual licensees are provided in Appendix A and Appendix B.

4.4 Performance measures

Licensees are required to report on a set of performance measures that assist IPART to monitor the performance of the schemes.

This is the second year we have collected this data (summarised in Appendix B and Appendix C). Performance data supplied by licensees indicate that in 2018-19:

- ▼ Of the 7,974 customers serviced by WIC Act licensees, only 4 experienced an unplanned water interruption that lasted for more than five continuous hours. These include:
 - 3 customers of Orica's groundwater treatment scheme at Botany Industrial Park
 - 1 customer of Flow Systems' Cooranbong scheme.
- ▼ There were three instances of a customer experiencing three or more water interruptions lasting more than one hour, all at Orica.
- ▼ There were two instances of customers being without potable water, one at Cooranbong (average duration 480 minutes) and one at Catherine Hill Bay (average duration 18 minutes).
- ▼ Of the 7,974 customers serviced by WIC act licensees:
 - none experienced water pressure failures.
 - 61 customers experienced an uncontrolled wastewater overflow
 - 21 customers at Pitt Town
 - 13 customers at Huntlee
 - 3 customers at Cooranbong
 - 1 customer at Barangaroo, and
 - 23 customers at Box Hill.

²⁹ We review the numbers provided and where necessary, we clarify data with licensees. We do not audit the data and rely on the licensees' quality assurance processes to ensure it provides accurate information. We retain the right to audit this information if we perceive inconsistencies or errors.





Appendices



A Annual operating statistics – network operator

Table A.1 shows key statistics for the 21 network operators.

Table A.1 Operating statistics for WIC Act network operators in 2018-19

Licence number	Licensee	Scheme	A1	A2	A3	A4	A10	A11	A12
09_001	Veolia Water Australia Pty Ltd	Fairfield-Rosehill	0	0	0	0	0	0	0
09_002	SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	NA	NA	NA	NA	NA	NA	NA
09_003	Aquacell Pty Ltd	1 Bligh St	0	0	0	0	0	0	0
10_008	Veolia Water Solutions and Technologies Pty Ltd (Darling Walk)	Darling Quarter	0	0	0	0	0	0	0
10_010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant	0	0	0	0	0	0	0
10_012	Veolia Water Solutions and Technologies Pty Ltd	Bingara Gorge	0	0	0	0	0	0	0
10_014	Pitt Town Water Factory Pty Ltd	Pitt Town	NA	NA	NA	NA	NA	21	0
12_016	Orica Australia Pty Ltd	Orica Groundwater scheme	3	3	NA	NA	NA	NA	NA
12_022	Central Park Water Factory Pty Ltd	Central Park	0	0	0	0	0	0	0
13_025	Discovery Point Water Factory Pty Ltd	Discovery Point	0	0	0	0	0	0	0
14_026	Wyee Water Pty Ltd	Wyee	0	0	0	0	0	0	0
15_029	Lend Lease Recycled water (Barangaroo South) Pty Ltd	Barangaroo	0	0	0	0	0	1	0
15_030	Huntlee water Pty Ltd	Huntlee	0	0	0	0	0	13	0
15_031	Green Square Water Pty Ltd	Green Square	NA	NA	NA	NA	NA	0	0

Licence number	Licensee	Scheme	A1	A2	A3	A4	A10	A11	A12
15_032	Aquacell Pty Ltd	Kurrajong	0	0	0	0	0	0	0
15_033	Cooranbong Water Pty Ltd	Cooranbong	1	0	1	480	0	3	0
16_035	Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	0	0	1	18	0	0	0
16_037	Flow Systems Operations Pty Ltd	Box Hill North	NA	NA	NA	NA	NA	23	0
16_038	Suez Water and Treatment Solutions Pty Ltd	Kooragang Industrial Water Scheme (KIWS)	0	0	NA	NA	0	NA	NA
17_040	Narara Ecovillage Co-operative	Narara	0	0	0	NA	0	0	0
17_042	Flow Systems Operations Pty Ltd	Shepherds Bay	0	0	0	0	0	0	0
Total			4	3	2	NA	0	61	0

Note: Scheme highlighted in grey was not operating in 2018-19

Source: IPART analysis

Legend: Performance indicators – definitions used in the table above

A1	Number of properties that experience an unplanned water interruption that lasts for more than five continuous hours in the financial year.
A2	Number of properties that experience three or more water interruptions that each lasts for more than one hour in the financial year.
A3	The total number of unplanned interruptions where customers are without potable water supply, during the reporting year (interruptions).
A4	The average duration for which a customer is without potable water, due to an unplanned supply interruption during the reporting year (minutes).
A10	Number of properties that experience a water pressure failure in the financial year.
A11	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather in the financial year.
A12	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather in the financial year.

B Annual operating statistics – retail suppliers

Table B.1 shows key statistics for the 11 retail supply licensees.

Table B.1 Operating statistics for WIC Act retail suppliers in 2018-19

Licence number	Licensee	Scheme	L1 (ML)	L2 (ML)	L3 (ML)	L4 '000	L5 '000	L6 '000	L7 '000	L8 '000	L9 '000
09_004R	Aquacell Pty Ltd	1 Bligh St and Kurrajong	3.746	3.746	5.05	0	0	0.023	0.001	0	0.001
10_01R	AquaNet Sydney Pty Ltd	Fairfield- Rosehill	1213.87	1213.874	NA	NA	NA	NA	NA	0	0.009
10_009R	Veolia Water Solutions and Technologies Pty Ltd (Darling Walk)	Darling Quarter	40.533	32.193	48.149	0	0	0	0	0	0.001
10_011R	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant	7793	0	0	0	0	0	0	0	0
10_013R	Veolia Water Solutions and Technologies Pty Ltd (Bingara)	Bingara Gorge	161.063	161.063	152.822	0.59	0.005	0.832	0.007	0.59	0.005
12_017R	Orica Australia Pty Ltd	Orica groundwater scheme	1393.19*	1349.77*	NA	NA	0.003	NA	NA	NA	NA
13_001R	Flow Systems Pty Ltd	Pitt Town, Central Park, Discovery Point, Wyee, Huntlee, Green Square, Cooranbong, Box Hill North, Shepherds Bay	1409.38	423.19	415.32	5.195	0.055	6.629	0.084	6.629	0.038
15_034R	Lend Lease Recycled water (Barangaroo South) Pty Ltd	Barangaroo	91	0	215.257	0	0	0.159	0.015	0.159	0.015
15_036R	Solo Water Pty Ltd	Catherine Hill Bay	37.06	13.93	17.09	0.24	0	0.22	0	0.22	0
16_039R	Suez Water and Treatment Solutions Pty Ltd	KIWS	1201	2184	3074	0	0.001	0	0.001	0	0.001
17_041R	Narara Ecovillage Co-operative Ltd	Narara	0.06	0.015	0.15	0.003	0	0.003	0	0.003	0
Total			11,950.7	4,032.0	3,927.8	6,028.0	64.0	7,866.0	108.0	7,601.0	70.0

Note: Orica treats groundwater only and is not included in the operating statistics as treated groundwater does not meet the definition of recycled water in the WIC Act.

Source: IPART analysis

Legend: Licence data - definitions

L1	Total volume of water supplied (ML)	The total volume of drinking and non-potable water supplied, including for environmental flows and bulk water exports in the financial year.
L2	Total volume of non-potable water supplied (ML)	The total volume of non-potable water supplied by the utility during the reporting year, in megalitres (ML).
L3	Total volume of wastewater collected (ML)	The total volume of wastewater collected by the utility during the reporting year, in megalitres (ML).
L4	Connected residential properties – water supply (000s)	The number of connected residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L5	Connected non-residential properties – water supply (000s)	The number of connected non-residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L6	Connected residential properties – wastewater (000s)	The number of connected residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L7	Connected non-residential properties – wastewater (000s)	The number of connected non-residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L8	Connected residential properties – recycled water supply (000s)	The number of connected residential properties receiving recycled water services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – recycled water supply (000s)	The number of connected non-residential properties receiving recycled water services from the utility during the reporting year (properties 000s).

Glossary

Aquacell	Aquacell Pty Ltd
Barangaroo	Lend Lease Recycled Water (Barangaroo South) Pty Ltd
Box Hill	Box Hill scheme
Catherine Hill Bay/ CHBWU	Catherine Hill Bay Water Utilities Pty Ltd
Central Park	Central Park Water Factory Pty Ltd
Cooranbong	Cooranbong Water Pty Ltd (also known as North Cooranbong)
Discovery Point	Discovery Point Water Factory Pty Ltd
Flow Systems	Flow Systems Pty Ltd
FSO	Flow Systems Operations Pty Ltd
Green Square	Green Square Water Pty Ltd
IPART	Independent Pricing and Regulatory Tribunal
Kooragang/KIWS	Kooragang Industrial Water Scheme
Minister	Minister for Water, Property and Housing
ML	Megalitres
Narara	Narara Ecovillage Co-operative Ltd
Notice	Notice of Proposed Action under section 16(1) of the WIC Act
Panel	Technical Services and Water Licensing Audit Panel
Pitt Town Water	Pitt Town Water Pty Ltd
Solo Water	Solo Water Pty Ltd
SDP	Sydney Desalination Plant Pty Ltd
SGSPRN	SGSP-Rosehill Network Pty Ltd



Suez	Suez Water and Treatment Solutions Pty Ltd, or Suez Water Pty Ltd (after 30/11/2017)
VWA	Veolia Water Australia Pty Ltd
VWST	Veolia Water Solutions and Technologies (Australia) Pty Ltd
WIC Act	Water Industry Competition Act 2006 (NSW)
WIC Regulation	Water Industry Competition (General) Regulation 2008 (NSW)
WQP	Water Quality Plan